



Role & Responsibility

Position: Parent Representative

Description

The role of the Parent Representative is to ensure there is a safe and respectful process for parents to communicate any questions or concerns with the coaching staff. The Parent Representative receives concerns from parents and work with the coaching staff, manager and/or safety to seek answers or resolution to the concern. If an answer or resolution cannot be successfully achieved within the team, the Parent Representative will raise the question/concern to the Lorette Minor Hockey Board for review.

Qualifications

- Respect in Sport – Coaches and Activity Leaders

Responsibilities

- At the first parent meeting of the season, review the responsibilities of the Parent Representative role with the team
- Provide team with preferred contact information should questions or concerns arise
- Should a concern be raised, review desired outcome the parent(s) is seeking
- Review the 24 hour “cool down” period with the team and ensure that this principle is followed when receiving questions/concerns
- After the 24 hour “cool down” period, review questions/concerns raised by parent(s) with the coaching staff, manager and/or safety as required. If a concern is raised regarding another player/family member on the team or another team, review approach to address the concern with that player/family
- Document all questions and concerns electronically
- Follow-up with the parent raising the question/concern with the proposed answer or action plan to determine if it meets their needs
- If questions or concerns cannot be resolved at a team level, escalate to the Lorette Minor Hockey Board for further review

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Revised by	Dan Gilbertson